

## CLAIMS

1. An apparatus comprising:
  - a call state monitor configured to determine a call state of a device; and
  - a telephony wizard, coupled to the call state monitor, configured to identify a list of telephony documentation available during the call state.
2. The apparatus of claim 1, wherein the telephony wizard is further configured to download an update to the list of telephony documentation.
3. The apparatus of claim 2, wherein the call state of the device comprises idle, dialing, and active states.
4. The apparatus of claim 3, wherein the telephony wizard is configured to automatically dial the star code when the available feature is selected.
5. The apparatus of claim 4, wherein the call state monitor determines a call state of an external device.
6. A method comprising:
  - determining a call state of a device;
  - displaying a list of telephony documentation available during the call state, the telephony documentation including a star code for an available feature.
7. The method of claim 6, further comprising:
  - downloading an update to the list of telephony documentation.
8. The method of claim 7, wherein the call state of the device comprises idle, dialing, and active states.
9. The method of claim 8, further comprising:

2 automatically dialing the star code when the available feature is selected.

1 10. A method comprising:

2 determining a call state of a device, the call states including an active call state;

3 displaying a list of telephony documentation of an available feature during the active  
4 call state.

1 11. The method of claim 10, further comprising:

2 downloading an update to the list of telephony documentation.

1 12. The method of claim 11, wherein the telephony documentation includes a star  
2 code for the available feature.

1 13. The method of claim 12, further comprising:

2 automatically dialing the star code when the available feature is selected.

1 14. The method of claim 13, wherein the call state of the device further includes  
2 idle and dialing.

1 15. A computer-readable medium encoded with data and instructions, the data and  
2 instructions causing an apparatus executing the instructions to:

3 determine a call state of a device, the call state including an active call state;

4 display a list of telephony documentation of an available feature during the active call  
5 state.

1 16. The computer-readable medium of claim 15, further encoded with data and  
2 instructions, the instructions further causes a computer to:

3 download an update to the list of telephony documentation.

1 17. The computer-readable medium of claim 16, wherein the telephony

2 documentation includes a star code for the available feature.

1 18. The computer-readable medium of claim 17, further encoded with data and  
2 instructions, the instructions further causes a computer to:  
3 automatically dial the star code when the available feature is selected.

1 19. An apparatus comprising:  
2 means for determining a call state of a device, the call state including an active call  
3 state;  
4 means for displaying a list of telephony documentation of an available feature during  
5 the active call state.

1 20. The apparatus of claim 19, further comprising:  
2 means for downloading an update to the list of telephony documentation.

1 21. The apparatus of claim 20, wherein the telephony documentation includes a  
2 star code for the available feature.

1 22. The apparatus of claim 21, further comprising:  
2 means for automatically dialing the star code when the available feature is selected.